Connecting Your HP SureStore CD-Writer Plus Drive

Windows 95 and Windows NT 4.0

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I henhold til gældende dansk lov om ophavsret er det forbudt at foretage digital kopiering af et digitalt værk. CD-RW brænderen må derfor IKKE anvendes til at kopiere en musik-CD. CD-RW brænderen må desuden kun benyttes til at kopiere et digitalt EDB-program, når en sådan kopiering tjener til at fremstille et sikkerhedseksemplar af programmet eller hvor kopiering er nødvendig, for at programmet kan anvendes efter dets formål. Hvis De selv har ophavsretten til værket, har De også retten til at foretage digital kopiering med CD-RW brænderen.

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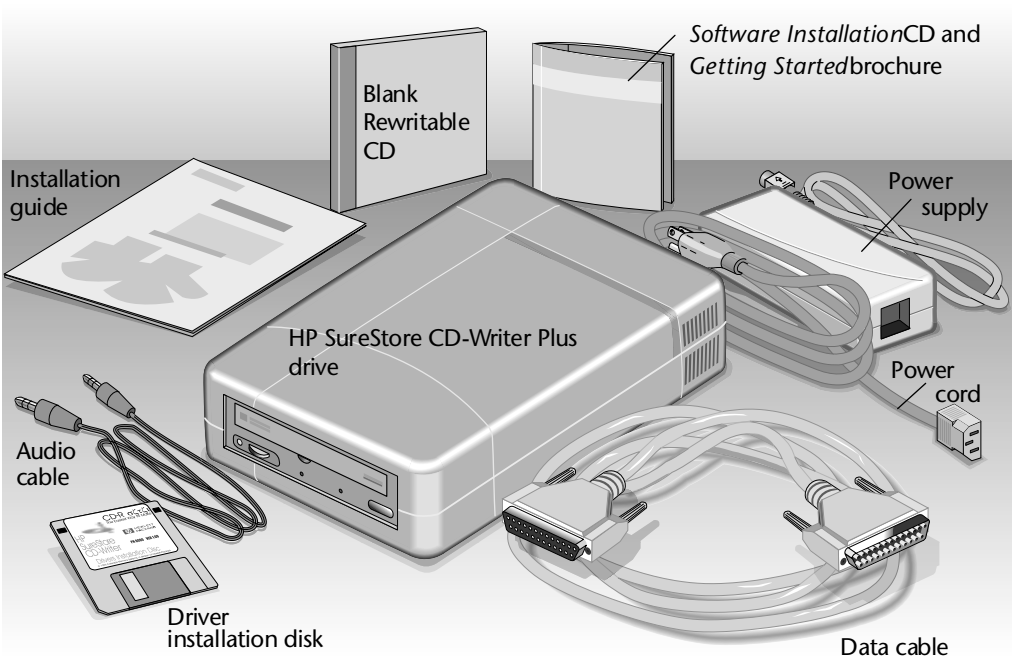
Before You Start

Before you start connecting your Hewlett-Packard SureStore CD-Writer Plus rewritable CD drive, be sure that:

1. You received the entire CD-Writer package.
2. Your system meets minimum system requirements (page 32).

What's in Your Package

Make sure you have the items shown below. (Keep the packaging in case you need to transport the CD-Writer drive.)



Connecting the CD-Writer drive

CAUTION: The CD-Writer drive contains sensitive, high-precision optical equipment. Dropping or shaking the CD-Writer drive may cause damage to these sensitive components. Please be careful when handling your drive.

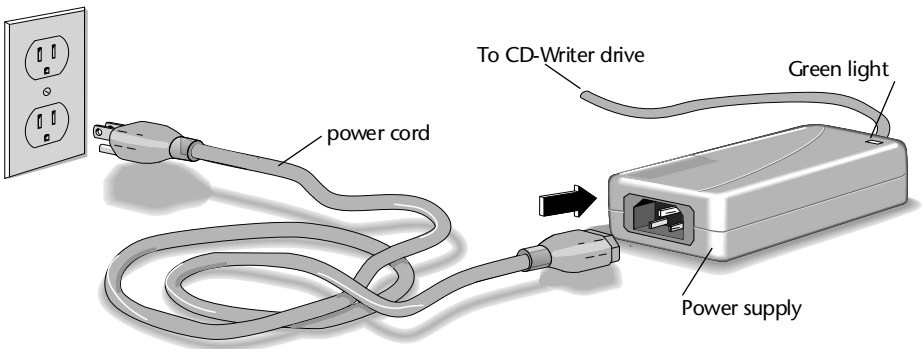
NOTE: Refer to the manual that came with your computer if you need more information than what is provided here.

WARNING: DO NOT, under any circumstances, open the external CD-Writer drive's case. If you suspect problems with your drive, service must be performed by a certified HP technician. See "Customer Support" on page 47.

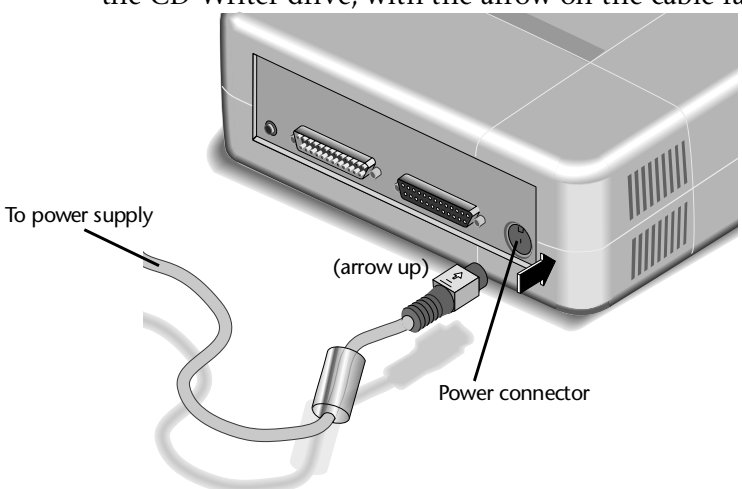
1. Shutdown Windows and turn OFF your computer.

   NOTE: The CD-Writer drive can be used with laptops, desktops, and towers that meet "Minimum System Requirements" on page 32.

2. Connect one end of the power cord into the power supply and the other end to a wall outlet or power strip. (The power plug and outlet may look different in your country.)



3. Connect the power supply to the power connector on the back of the CD-Writer drive, with the arrow on the cable facing up.

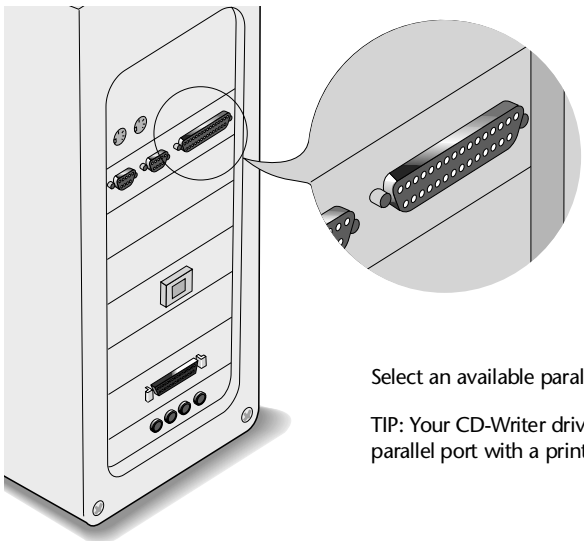


Check that you have power to the CD-Writer drive by opening and closing the CD tray by pressing the eject button.

NOTE: There is no power switch on the CD-Writer drive or power supply. The energy-efficient power supply automatically switches into power-saving mode when the drive is not in use, and may be safely left plugged in at all times. However, you may safely unplug the power supply without damage to the CD-Writer drive.

4. Locate the parallel port (printer port) connector on your computer.

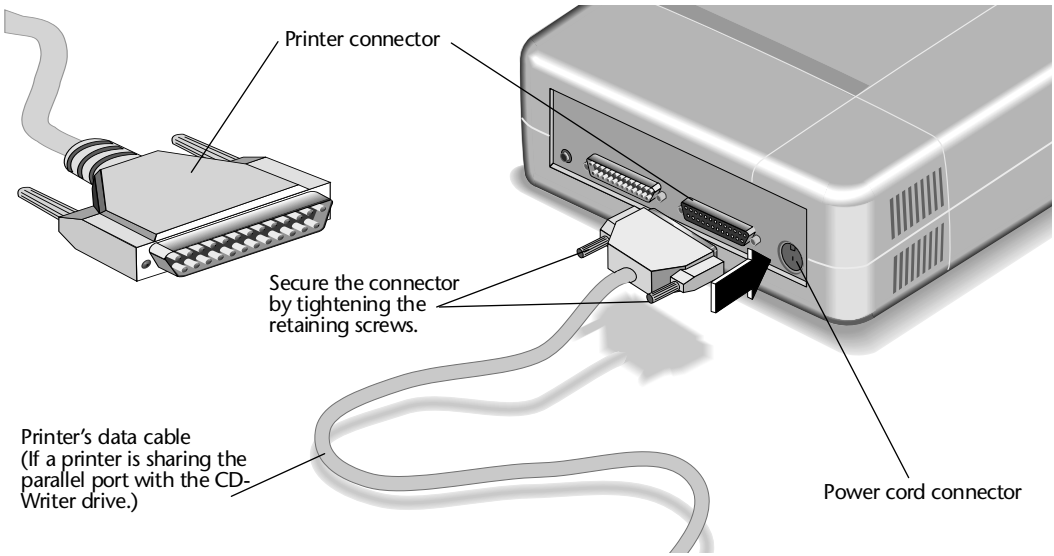
   If you are having trouble finding the parallel port connector, your printer may already be attached to it. The CD-Writer drive can share the parallel port with your printer.


Parallel ports have receptacles for 25 pins.
Select an available parallel port.
TIP: Your CD-Writer drive can share a parallel port with a printer.

   If the CD-Writer drive and your printer will share the parallel port, go to the next step.

   If the CD-Writer drive will not share the parallel port with your printer, proceed to step 6.

5. If you have a printer cable attached to the computer's parallel port, disconnect it from the computer and plug it into the CD-Writer drive's connector that is closest to the power cord connector.

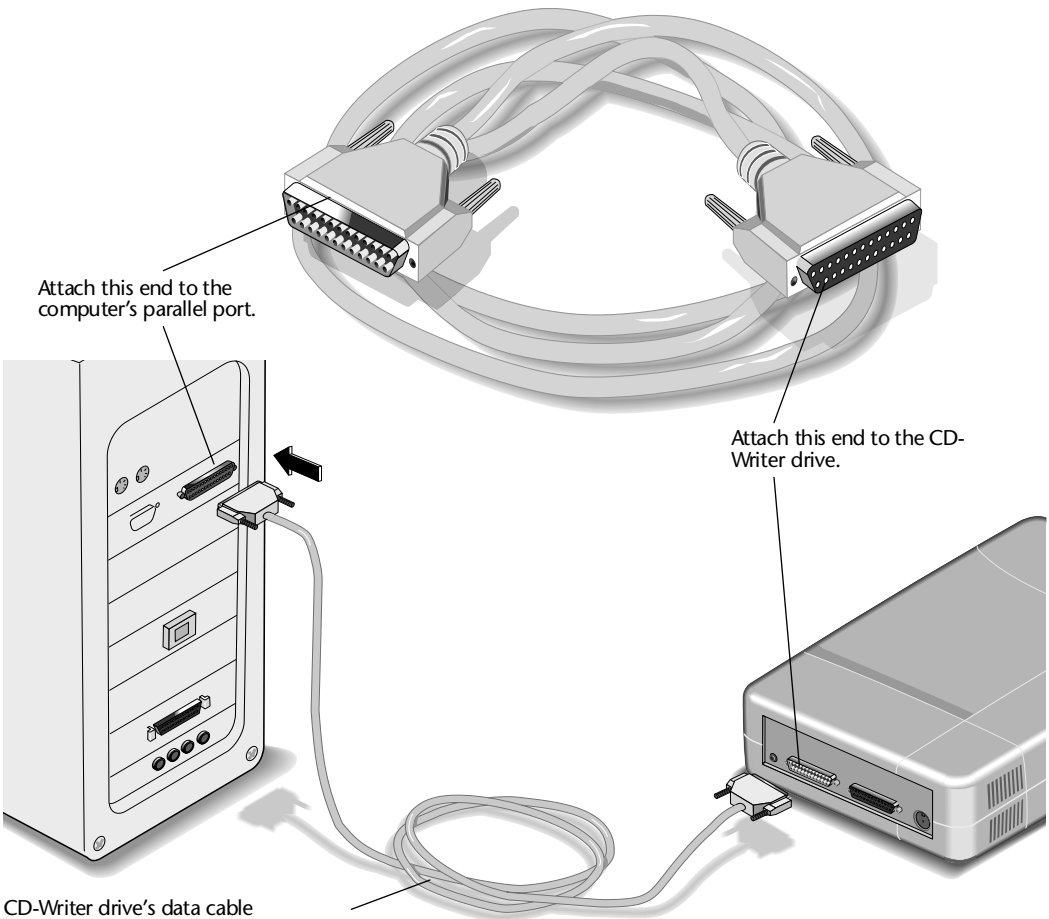

Printer connector
Secure the connector by tightening the retaining screws.
Printer's data cable (If a printer is sharing the parallel port with the CD-Writer drive.)
Power cord connector

CAUTION: Do not plug any device other than a printer into the CD-Writer drive's printer connector.

NOTE: If your printer is attached to the CD-Writer drive, printing documents while using the rewritable CD drive (for example, playing audio CDs, writing to disc) will yield unpredictable results and is not a supported function. This is because the printer and CD-Writer drive are sharing the same data cable.

6. Attach the CD-Writer drive's data cable to your computer's 25-pin parallel port connector and hand tighten the retaining screws.

   Attach the data cable's remaining connector to the rewritable drive and secure it by tightening the retaining screws.



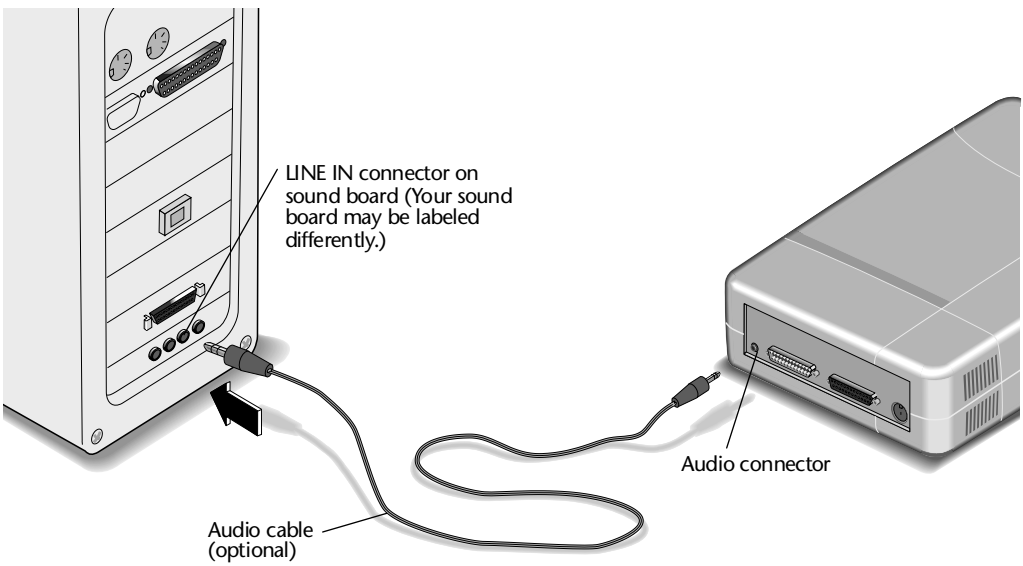
7. Connecting the audio cable is OPTIONAL. If you do not wish to use it, go to step 10.

   The audio cable is used only for hearing music CDs through your computer's sound system. If you do not have a sound board in your computer, you can still hear music CDs through speakers or earphones attached to the front of the CD-Writer drive.

   NOTE: When the CD-Writer drive records music or data, it uses the data cable, not the audio cable.

8. If you have a sound board, connect the audio cable to a**LINE IN** audio connector on the back of your computer. (Your sound board may be labeled differently.)

9. Connect the other end of the audio cable to the audio connector on the back of the CD-Writer drive.



10. Plug in and turn ON your computer.

11. You are now ready to Install the parallel port drivers and the application software. (See "Installing the Software" on page 11.)

If You Have Problems...

After connecting your CD-Writer drive and turning on your computer, the computer should start (boot) as it normally does. If it does not, check the following items:

- Is the computer power plugged in?
- Is each device plugged in and turned on?
- Are all cables properly plugged into the back of your computer and the CD-Writer drive?
- Try turning off your computer. Wait at least 20 seconds before turning it back on.

TIP: Save the original packaging materials, in case you need to transport the drive or return any items to HP.

Using the CD-Writer drive on Another Computer

CAUTION: The CD-Writer contains sensitive, high-precision optical equipment. Dropping or shaking the CD-Writer may cause damage to these sensitive components. Please be careful when handling your drive.

You can disconnect the CD-Writer drive and move it to another computer, as long as the other computer meets the minimum requirements (see page 32).

The CD-Writer drive can be used by only one computer at a time. Do not try to use the CD-Writer drive on more than one machine by attaching it to a switch box.

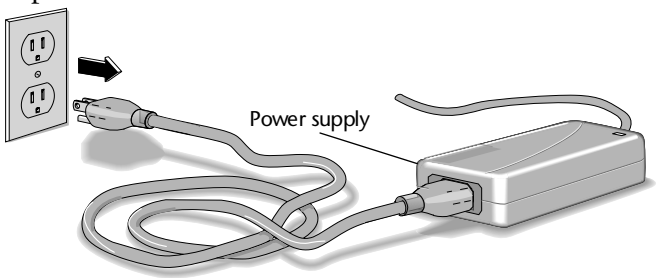
To disconnect the CD-Writer drive:

1. *In Windows NT*, go to step 2.

   In Windows 95, click on the **Connect or Disconnect external drive** icon on the desktop.

   Select **Shuttle EPAT External ATAPI Adapter** , then click **Disconnect**.

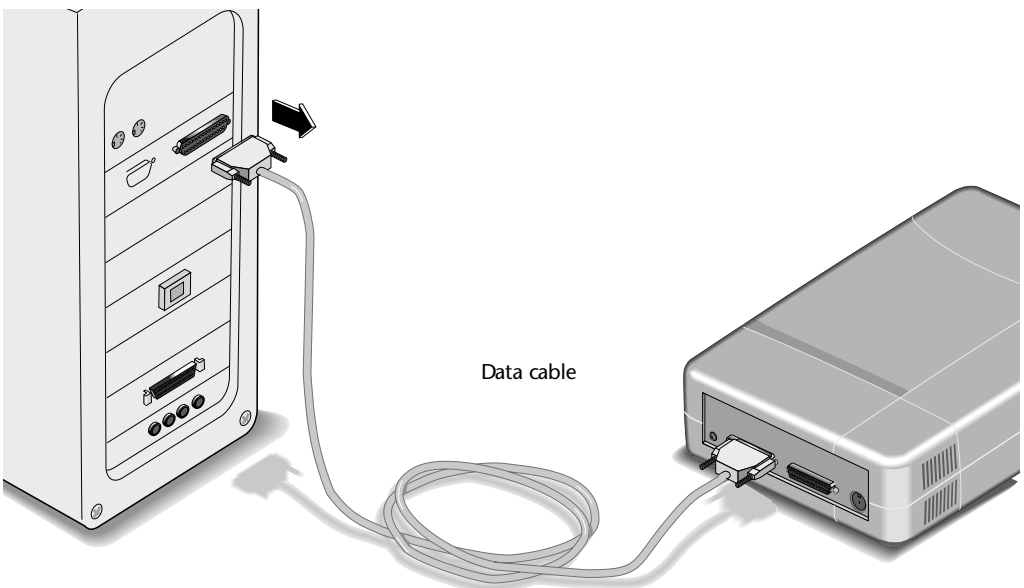
2. Unplug the CD-Writer's power supply from the outlet or power strip.



NOTE: There is no power switch on the CD-Writer drive or power supply. You may safely unplug the power supply without damage to the CD-Writer drive.

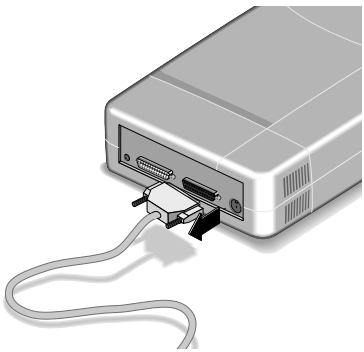
(The power plug and outlet may look different in your country.)

3. Disconnect the data cable and audio cable (if any) from the back of the computer.



4. Disconnect the printer cable (if any) from your CD-Writer drive and reconnect it to the back of your computer (other cables not shown but still attached).

5. You are ready to connect the CD-Writer drive to another computer.



To connect the CD-Writer drive to another computer:

1. Follow the directions for "Connecting the CD-Writer drive" on page 2.

2. The first time you attach the CD-Writer drive to this computer, follow the directions for "Installing the Software" on page 11.

   Each additional time, after connecting all the cables:

   - *In Windows NT*, reboot your computer.
   - *In Windows 95*, simply click on the **Connect or Disconnect external drive** icon on your desktop.

     Select **Shuttle EPAT External ATAPI Adapter** , then click **Connect**.

Installing the Software

After the CD-Writer drive is attached to your computer, you are ready to install the application software.

NOTE: You must run the installation program. The installation program converts the files from the Software Installation CD into a usable format.

1. Insert the CD labeled *Software Installation* into your CD-ROM drive (not the CD-Writer drive), if you have not already done so.

If your computer DOES NOT have a CD-ROM drive

To get your CD-Writer started right away, insert the diskette labeled *Driver Installation* into your floppy drive.

- Click the **Start** button on the task bar, select **Run**.
- Type `A:\SETUP` (where A: is your floppy drive's letter), and press Enter.
- The parallel port driver files are installed. This may take several minutes and your mouse cursor will not move.

(Windows NT only: Reboot your computer before continuing.)

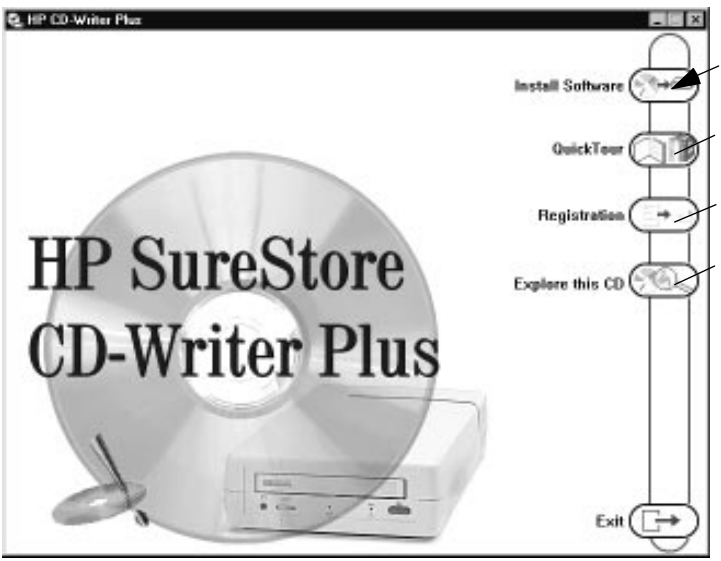
Now insert the CD labeled *Software Installation* into your new CD-Writer drive and proceed with step 2.

NOTE: For information about inserting a CD into the CD-Writer drive, see "Inserting a CD" on page 20.

2. If the language-selection screen doesn't automatically appear, click on the **Start** button on the task bar, select **Run**, type `D:\SETUP` (where D: is your CD drive's letter), then click on **OK.** The following screen appears:

3. Select the desired language or leave the default. Click on **Next.**

4. Click on the **Install Software** button on this menu:



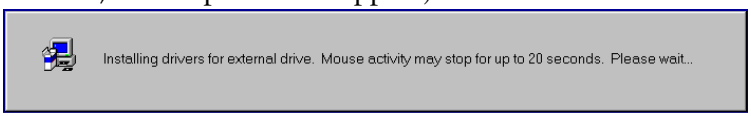
Click here to install the software.

Click here for a fun multimedia tour of the programs that came with your drive.

Click here to register your new drive and software.

Click here to view the CD's contents.

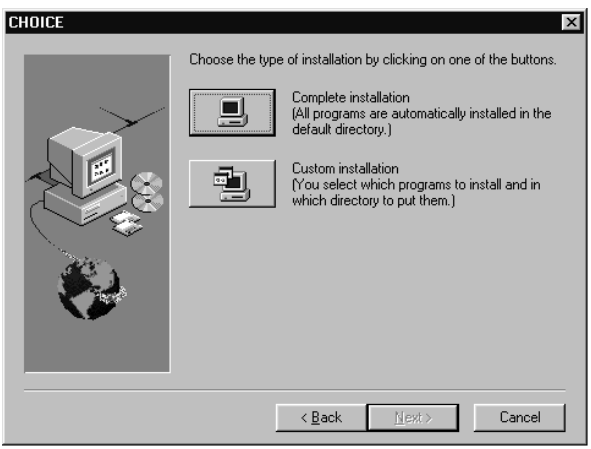
5. The parallel-driver files are installed first. This may take several minutes and your mouse cursor will not move. (If you used the diskette, this step will be skipped.)



6. The Welcome window appears, click on **Next**.

7. The software license agreement window appears. After reading it, click on **Yes**.

8. The Setup window asks you to choose either a *complete* or *custom* installation.


CHOICE
Choose the type of installation by clicking on one of the buttons.
Complete installation
(All programs are automatically installed in the default directory.)
Custom installation
(You select which programs to install and in which directory to put them.)
< Back
Next >
Cancel

NOTE: For information about the software programs included with the CD-Writer drive, see the insert with the Software Installation CD.

9. Click on the **Complete Installation** icon to install all the programs, including the multimedia QuickTour. The programs will be stored in the directory C:\Program Files\HP CD-Writer Plus. Go to step 10.

   Or click on the **Custom Installation** icon to select specific programs or install the programs to a directory other than C:\Program Files\HP CD-Writer Plus. Then:

- To install to a different directory, click the **Browse** button and type the name of the directory into which you want to install the programs.
- To select the programs you wish to install, click on the check boxes. (A ☑ indicates that the program is selected.)
- Click on **Next** to install the programs.

10. The programs are installed, one at a time. When all files are installed:
    - You are prompted to fill out the electronic registration.
    - You can view the multimedia QuickTour to learn about the software packages that came with the CD-Writer drive.
11. Remove the *Software Installation* CD and store it in a safe place.
12. You must restart your computer before using the CD-Writer drive.

    A window showing the CD-Writer drive's program group appears.
13. To start using your CD-Writer drive, double-click on an icon in the CD-Writer drive's program group that appears on your desktop, *or*:
    - Click the **Start** button.
    - Highlight **Programs**.
    - Select **HP CD-Writer Plus** .
    - Select the program that you wish to use.

Identifying the CD-Writer drive

Not sure which drive letter was assigned to the CD-Writer drive?

The CD-Writer drive will have a drive icon just like a CD-ROM drive icon. You can determine which icon is your CD-ROM drive and which icon is your CD-Writer drive by double-clicking on the **My Computer** icon, right-click on the **CD drive** icon, and select **Eject**. The tray of the selected drive will open.

Where to Go Next

To learn more about using the software that came with your CD-Writer, check the Getting Started brochure with the *Software Installation* CD, check the information in the QuickTour tutorial, and check the online Help within each program

If You Have Problems...

Things to try first...

- Make sure the computer and each device is plugged in and turned on.
- Does your computer meet the minimum system requirements listed in "Minimum System Requirements" on page 32?
- Turn off the computer's power, wait 20 seconds, then turn it on again. Unplug the CD-Writer drive and plug it in again. (This is called *cycling power*.)
- Disconnect all the cables, look for and straighten any pins, and then reconnect the cables. Sometimes just reconnecting a cable aligns it correctly or adjusts the pin connections, fixing a faulty connection.
- Check the list of known compatibility problems (see page 30) and in the Readme file.
- Make sure that there is no switch box anywhere in the CD-Writer drive's cabling configuration.

- If you have a printer connected to the CD-Writer drive, check to see if your computer can detect the CD-Writer drive when the printer is disconnected.
- Check to make sure that your parallel port is truly configured as either EPP or ECP. Check the manual that came with your computer to find out how.

Check for a conflict with the parallel port (some other device using the same IRQ or I/O as the parallel port).

In Windows 95, to find out if there is a conflict:
- Right-click on the **My Computer** icon
- Select **Properties**
- Select the **Device Manager** tab:
  Under the heading **SCSI Controllers**, find **Shuttle EPAT External ATAPI Adapter**, and select **Properties**
  AND
  Under the heading **Ports**, find **Printer Port**, and select **Properties**

  If you see a *yellow exclamation mark* to the left of this line, you do have a conflict. Figure out which other device is using the same settings as your parallel port and change the settings on the other device.

If you discover you do have a conflict, to find out which device is in conflict:

- *In Windows 95,* right-click on the **My Computer** icon, select **Properties**, select the **Device Manager** tab, double-click on the computer icon to see a list of which device is using each resource setting on your computer.
- *In Windows NT* (while signed on as Administrator) from the **Start** menu on the task bar, select **Programs/Administrative Tools (Common)/Windows NT diagnostics**. Select the **Resources** tab to view the list of which resources are being used by which device.

Error message when I double-click on the CD-Writer drive's icon

- There is no CD in the CD-Writer drive; insert a CD and try again.
- After inserting a CD, you need to wait a moment to let the CD-Writer drive read the disc information (wait until the light on the front of the drive stops flashing and stays green), then click on the CD-Writer drive's icon again.
- The CD may be in the tray upside-down or a little off-center; try reinserting the CD. The label should be facing up.
- You are trying to read from a blank recordable CD. Try again after copying some information to the CD.

In Windows Explorer, unable to see the CD label or all the sessions/files on the CD

Refresh the screen. Select the **My Computer** icon in Windows Explorer and press **F5**.

Printer no longer works after connecting the CD-Writer drive

Problems printing a file

- See *"Check for a conflict with the parallel port (some other device using the same IRQ or I/O as the parallel port)." on page 16* . For example, a sound board or fax/modem board may be using the same IRQ. If you discover conflicts, change the IRQ setting on the other device. Refer to the manuals that came with your computer and other devices for instructions.
- If your printer is attached to the CD-Writer drive, printing documents while using the rewritable CD drive (for example, playing audio CDs, writing to disc) will yield unpredictable results and is not a supported function. This is because the printer and CD-Writer drive are sharing the same data cable.

System does not recognize the CD-Writer drive

- *In Windows 95,* simply click on the **Connect or Disconnect external drive** icon on your desktop.

  Select **Shuttle EPAT External ATAPI Adapter** , then click **Disconnect** .

- Restart your computer, or shut it down and then turn it on again. Watch for the green light on the front of the CD-Writer drive to blink as the computer boots up.
- Make sure the CD-Writer drive's cables are connected properly.
- See *"Check for a conflict with the parallel port (some other device using the same IRQ or I/O as the parallel port)." on page 16* . For example, a sound board or fax/modem board may be using the same IRQ. If you discover a conflict(s), change the setting on the other device. Refer to the manuals that came with your computer and other devices for instructions.
- The power supply should have a steady green light when connected at both ends. If it is flashing, try a different power outlet. If it is still flashing the power supply could be damaged.

Uninstalling the Software Programs

You can remove all CD-Writer drive's programs or individual programs.

CAUTION: If you want to reinstall the CD-Writer drive's software, first be sure to uninstall the original software.

1. Click the **Start** button.
   - Highlight **Programs**.
   - Select **CD-Writer drive**.
   - Select **Uninstall**.
2. Select the CD-Writer drive's program(s) that you wish to remove.
3. Click the **Finish** button.

   The software is removed, including all related entries in your system registry.

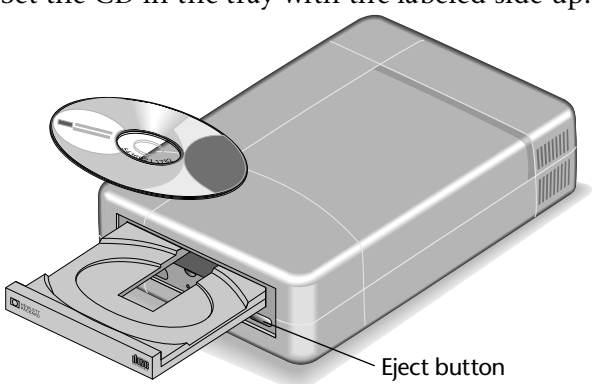
Using CDs

This section describes the use of the recordable and rewritable CDs. It shows you how to:

1. Insert and remove a CD
2. Purchase additional CDs
3. Maintain your CD-Writer drive

Inserting a CD

1. Press the eject button on the CD-Writer front panel.
2. Set the CD in the tray with the labeled side up.



3. Press the eject button again or push gently on the front of the tray to shut the tray.

   When you access the CD-Writer drive from within a program, you should be able to read the files on the inserted CD. If you have problems:

   - The CD may be in the tray upside-down or a little off-center; try reinserting the CD. The label should be facing up.

- After inserting a CD, you need to wait a moment to let the CD-Writer drive read the disc information (wait until the light on the front of the drive stops flashing and stays green), then click on the CD-Writer drive's icon again.
- Are you trying to read from a blank recordable CD? Try again after copying some information to the CD.

Removing a CD

1. Press the eject button on the HP CD-Writer drive front panel.
2. Remove the CD from the tray.
3. Press the eject button again or push gently on the front of the tray to shut the front panel.

Choosing CDs for Your HP CD-Writer drive

For best results, use Hewlett-Packard CD-RW (rewritable) or CD-R (write-once) media, available from your local vendor.

Ideas for using CD-RW (rewritable) discs which can only be used in CD-rewritable drives or newer MultiRead CD-ROMs:

- Use as if it were a large-capacity floppy disk
- Back up your hard drive each week
- Free up disk space on your hard drive
- Transport files to and from work/home
- Hold large complex files as you develop them
- Share presentations in editable form
- Create personalized presentations

Ideas for using CD-R (write-once) discs which can be read in most CD-ROM or CD-recorder drive:

- Permanently save large project files
- Share non-editable presentations
- Permanently store home records
- Share memories with family and friends
- Copy your music onto CD for personal use
- Make copies of music you created for record company demos
- Permanently archive files

Purchase HP CD-RW (re-writable) media

Available from your local vendor, these CDs can only be used with CD-Rewritable drives or read from newer MultiRead CD-ROMs:

- 12 cm (650 MB, 74-minute) 1 pack (C4431A)
- 12 cm (650 MB, 74-minute) 3 pack (C4431C)
- 12 cm (650 MB, 74-minute) 25 pack (C4431D)

NOTE: Do not mix audio and data files on the same CD since they require different formats.

Purchase HP CD-R (write-once) media

Available from your local vendor, any CD-ROM and CD-recorder drive can read this type of CD:

- 12 cm (650 MB, 74-minute) 1 pack (C4432A)
- 12 cm (650 MB, 74-minute) 3 pack (C4432C)
- 12 cm (650 MB, 74-minute) 25 pack (C4432D)

NOTE: Do not mix audio and data files on the same CD since they require different formats.

Maintenance

The CD-Writer drive requires no maintenance or cleaning. If you simply keep your discs clean, you will prevent most problems.

CAUTION: Do NOT use the CD-ROM cleaning discs that rely on a small brush to sweep dirt off the laser. Do NOT use high-pressure air to clean the inside of the drive. These cleaning techniques will damage the CD-Writer drive.

Problem Solving

Review this section first if you run into trouble using the programs that came with your CD-Writer drive. If you need further assistance, call the phone numbers listed in the*Software Installation* CD's Getting Started brochure.

Gather the information on page 44 before calling for help*Having this information ready will greatly facilitate your call.*

Things to Try First

- Make sure your computer and CD-Writer drive are plugged in and that each device attached to your computer is turned on.
- Turn off the computer's power, unplug the CD-Writer drive, and wait 20 seconds. Then plug in the CD-Writer drive and turn on your computer. (This is called*cycling power*.)
- Disconnect all the cables and then reconnect them. Sometimes just reconnecting a cable aligns it correctly or adjusts the pin connections, fixing a faulty connection. (Check for bent pins on the connectors and straighten them.)
- Make sure that you are using the right type of CD. See "Choosing CDs for Your HP CD-Writer drive" on page 21.
- Try the operation with a different CD.
- Check the list of known compatibility problems (see page 30) and in the Readme file.
- If your computer has a power-management feature, disable it (see the manual that came with your computer).
- If your system is running printer status monitor software, disable it (see page 30).
- Make sure that you are not attaching a parallel port switch box anywhere in the CD-Writer drive's cabling configuration.

Common Symptoms and Solutions

- Not sure which drive letter was assigned to the CD-Writer drive? (see page 15)
- Error message when I double-click on the CD-Writer drive's icon (see page 17)
- In Windows Explorer, unable to see the CD label or all the sessions/files on the CD (see page 17)
- Printer no longer works after connecting the CD-Writer drive (see page 17)
- Problems printing a file (see page 17)
- System does not recognize the CD-Writer drive (see page 18)
- Copying directly from one CD to another doesn't work. (see page 25)
- Audio sounds poor (see page 25)
- Video is choppy (see page 26)
- Buffer underrun error messages (see page 26)
- Unable to read a second session reading from a CD-ROM drive (see page 27)
- Applications cannot find your CD in the CD-Writer drive (see page 28)
- Lost power to your computer or had to press CTRL-ALT-DEL while writing to the CD! (see page 29)
- Hard Drive Compression Software (see page 29)
- Achieving optimal performance (see page 29)
- Printer Status Monitor Software (see page 30)
- Known Compatibility Problems (see page 30)
- Finding the CD-Writer driver files. (see page 31)

Copying directly from one CD to another doesn't work.

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- Some CD-ROMs will not allow direct copying to the CD-Writer drive or are not capable of digital audio extraction.
- You must have either a SCSI 2 CD-ROM drive (see the drive's guide for information) or a supported ATAPI drive to use as your source.
- Some CDs have a copy prevention feature or other features that do not allow a CD-to-CD copy.

Audio sounds poor

- If your printer is attached to the CD-Writer drive, printing documents while playing audio CDs will yield unpredictable results and is not a supported CD-Writer drive function. This is because the printer and CD-Writer drive are sharing the same data cable.
- Make sure the audio connectors are completely plugged in to the back of the CD-Writer drive and the LINE IN connector of the sound card on the back of the computer. (Your sound board may be labeled differently.)
- Make sure that you do not have a sound-muting feature turned on, by way of the monitor or software.
- Check the sound coming from the CD-Writer drive by plugging earphones or speakers to the audio connector on the *front* of the CD-Writer drive. If the sound quality is good, the problem is probably with the sound board, speakers, or audio cable. Refer to the documentation that came with your sound board and speakers for help.

- Try listening to the .WAV files on your hard drive to see if they sounded poor before copying them to CD. (You can use the CD Player program in Windows Accessories.)

Video is choppy

This can be caused by the same situations that cause buffer underruns. This can also happen if your video card is slow. Try the following:

- Try the solutions for buffer underruns (page 26).
- Upgrade your video card.
- Reduce the size of the video window and close any other programs that are running.

Buffer underrun error messages

When using a program other than Direct CD:

- Make sure your system meets the minimum system requirements (page 32).
- Buffer underrun may be caused by hard drive compression software (page 29).
- NEVER write to the recordable CD while other applications are running that could interrupt the writing-to-CD process. Log off any networks, disable any fax modem, email, screen saver, or other programs (such as TSRs, terminate-and-stay-resident programs) that may automatically send messages to your computer while writing data to the CD. If the interruption is long enough, you could ruin a write-once CD to which you are writing.
- Exit *any* other programs while writing data to the CD.
- If your computer has a power-management feature, disable it (see the manual that came with your computer).

- Run SCANDISK.EXE and DEFRAG.EXE periodically on your hard drive (see your Windows manual for more information). These programs improve access times to the hard drive, which will help improve system performance while writing to and reading from the CD-Writer drive.

Buffer underruns could also be caused by an unsupported parallel port (standard mode SPP). See "Minimum System Requirements" on page 32. Try the following:

- Change the parallel port settings to EPP or ECP in CMOS, if your computer can support the change. See the manual that came with your computer to find out how.
- Install a new EPP or ECP parallel port card.
- Write data to the CD at 1x speed if you are given the choice within the software.
- Disable any printer status monitor software (page 30).

Unable to read a second session reading from a CD-ROM drive

- Eject the CD and reinsert it.
- Refresh the screen. Select the **My Computer** icon in Windows Explorer and press **F5**.
- CD-RW (rewritable) discs can only be used in CD-rewritable drives or newer MultiRead CD-ROMs.
- *If you are trying to read your CD from Windows 3.x:* Multi-session CDs created with Direct CD cannot be read in DOS or Windows 3.x. If your multi-session CD was created using some other program, verify that you are using version 2.23 of the MSCDEX.EXE file. First, restart your computer and when you see "Starting MS-DOS..." appear on your monitor, press F8. Each line in your CONFIG.SYS and AUTOEXEC.BAT file will load one at a time. Press "Y" until you see a line containing "MSCDEX.EXE". Then press "Y" and the version number of your MSCDEX file will display. The number must be 2.23 or greater. Call Microsoft for an updated file if you need it.

- *In Windows 95 only,* to verify that you are using version 4.00.1111 or higher of the ESDI_506 file, start Explorer. Access Windows\System\Iosubsys. Look for the ESDI_506.pdr file. Right-click on the file name, select **Properties**, then select the **Version** tab to view the version number. Call Microsoft for an updated file if you need it.
- See if the CD-Writer drive or other CD-ROM drives can read the CD. If so, the problem is probably with the CD-ROM drive. Contact the manufacturer of this drive for updated drivers.

Applications cannot find your CD in the CD-Writer drive

Some programs (CD-ROM games, etc.) look only for the first logical drive letter assigned to a CD-ROM drive or CD-Writer drive. For example, if your CD-ROM drive is assigned drive D:\ and the CD-Writer drive is assigned drive E:\, the program is looking for the CD only in drive D:\ and will not see the CD in drive E:\. If you want to use the CD-Writer drive for these types of programs, reassign the drive letters, making the CD-Writer drive come before the CD-ROM drive, as follows:

- *In Windows 95*, display the Device Manager and double-click on **CDROM**. Click on the CD-ROM drive, and then click on the **Settings** tab. Under Reserved drive letters, select the drive letter *after* the existing letter (for both start and end drive letter) and click on **OK**. Then double-click on the CD-Writer drive, and then click on the **Settings** tab. Under Reserved drive letters, select the drive letter *before* the current one and click on **OK**.
- *In Windows NT*, click on **Start/Programs/Administrative Tools(common)**. Choose **Disk Administrator**. Right-click on the drive letter you wish to change. Select **Assign Drive Letter**. Change the drive letter.

Lost power to your computer or had to press CTRL-ALT-DEL while writing to the CD!

If you lose power while writing to your CD (the CD-Writer drive's Red Light is On) OR If you exit an application or press CTRL-ALT-DEL while writing to CD...

You may be able to salvage your CD, but ONLY if you:

A. LEAVE YOUR CD IN THE DRIVE,
DO NOT OPEN THE DISC TRAY

B. turn your machine off

C. turn it back on

D. then re-enter the application you were using

Once the application tries to access the CD-Writer drive, the recovery operation will make it appear that the last session is there. However, in reality, only a part of the CD's directory may be there. Your recordable CD is still usable if you can read the directory. Repeat the entire copy operation to make sure that your files are copied to the recordable or rewritable CD.

Hard Drive Compression Software

We do not recommend using hard drive compression software. If you use hard drive compression software, it estimates free hard drive space based upon a compression ratio (often user selectable). Programs may check your hard drive for space needed and may think you have the necessary free space. However, depending on the type of files you are copying, you may in fact not have enough hard drive space.

Achieving optimal performance

Run SCANDISK.EXE and DEFRAG.EXE on your hard drive before using your CD-Writer drive for the first time (see your Windows manual for more information). Then run them periodically after that. These programs improve access times to the hard drive, which will help improve system performance while writing to and reading from the CD-Writer drive.

Printer Status Monitor Software

NOTE: This is only a problem if your printer is connected to the back of the CD-Writer drive.

If your printer came with a program that notifies you about the status of the printer (such as when it is out of paper), this *printer status monitor* software might cause problems. The *printer status monitor* software checks the status of your printer every few seconds. If this happens while you are writing data to your recordable CD, it will cause data corruption. Turn off the *printer status monitor* software to prevent this problem. Check the information that came with your printer to find out how to do this.

Known Compatibility Problems

- Check the Readme file that came with the CD-Writer drive for additional information.
- Check the web site listed on page 47 for the most recent information.
- *Maxtor Hard Drives*
  You might be unable to write reliably to the CD-Writer drive if your computer has a Maxtor hard drive (the following models):

  - 71626A/AP (1.6 Gbyte)
  - 712260A (1.2 Gbyte)
  - 72004A/AP (2.0 Gbyte)

  CD recordable devices require an uninterrupted data stream from the hard drive in order to write successfully to a CD. These hard drive models are designed with a built-in interrupt loop that may cause CD corruption. Please contact Maxtor's customer support at 1-800-2-MAXTOR or on the World Wide Web at http://www.maxtor.com/ for more information.

- Acer computers, some models P75 to P120
  DO NOT connect the CD-Writer drive to the printer (parallel) port. On these models, connecting an external storage device,

such as the CD-Writer drive, to the parallel port will damage the port. Contact your computer manufacturer for more information.

- IBM Aptiva computers
  Most have the parallel port configured to I/O base address 3BC. This must be changed, see "Minimum System Requirements" on page 32.

- Printers in General
  If your printer came with a program that notifies you about the status of the printer (such as when it is out of paper), this *printer status monitor software* might cause problems. The *printer status monitor* software checks the status of your printer every few seconds. If this happens while you are writing data to your recordable CD, it will cause data corruption. Turn off the *printer status monitor* software to prevent this problem. Check the information that came with your printer to find out how to do this.

- Okidata printer model 4w

Finding the CD-Writer driver files.

- *In Window 95,* the following files are needed for your CD-Writer drive to work successfully attached to a parallel port:
  EPATAP9X.MPD (mini port driver file)

  These files will be copied from the*Software Installation* CD during installation and located in the \WINDOWS\SYSTEM\IOSUBSYS\ directory.

- *In Window NT,* the following files are needed for your CD-Writer drive to work successfully attached to a parallel port:
  EPATAPNT.MPD (mini port driver file)
  SHARSHTL.SYS (printer driver support file)

  These files will be copied from the*Software Installation* CD during installation and located in the \WINNT\SYSTEM32\DRIVERS\ directory.

Technical Specifications

Minimum System Requirements

Your computer should meet or exceed these requirements:

- IBM or compatible Pentium/75 Mhz processor
- Microsoft® Windows 95® or Windows NT® 4.0

  TIP: For Windows NT, we recommend Service Pack 2, Version 4.00.1381.

- 16 MB RAM
- Hard drive with at least 528 MB storage capacity (that is, with a transfer rate of at least 800 kB/sec and disk access time of less than 20 msec)
- 10-22 MB free hard drive space for installing software
  10 MB free hard drive space for each minute of music to be recorded
- High-speed parallel port (EPP or ECP) set to:
  - IRQ 7 and I/O address 378 *or*
  - IRQ 5 and I/O address 278

  In Windows 95, to check the configuration settings of your parallel port:
  - Right-click on the **My Computer** icon
  - Select **Properties**
  - Select the **Device Manager** tab
  - Highlight **Printer Port**
  - Click on the **Properties** button
  - Select the **Resources** tab
  - Look at the numbers listed for Input/Output Range (I/O) and Interrupt Request (IRQ)

  If the numbers need to be changed, see the documentation that came with your computer.

- *Windows 95 only:* ESDI_506 version 4.00.1111
  To verify that you are using version 4.00.1111 or higher of the ESDI_506 file, start Explorer. Access Windows\System\Iosubsys. Look for the ESDI_506.pdr file. Right-click on the file name and select the **Version** tab to view the version number. Call Microsoft for an updated file if you need it.

What Affects System Performance

How well your computer functions with the CD-Writer drive, particularly how fast it writes data to a CD, depends on a number of factors. Some of these factors are listed below.

- **Processor (CPU).** The type and speed of your processor greatly affects the speed at which your computer transfers data to and from the CD-Writer drive. If the processor speed is too slow, you may have to write at 1x speed.
- **RAM.** Your computer must have enough memory available to handle its operating system, the CD-Writer drive's applications, and the data you are transferring to and from CDs. The system should not have to swap data to and from the hard drive.
- **Your Hard Drive.** The speed at which your hard drive accesses and transfers data (its *access time* and *transfer rate*) affects performance. Newer hard drives, those with a storage capacity greater than 528 MB, are fast enough to handle the CD-Writer drive's 2x write speed.
- **Parallel Port Type.** The type of parallel port on your computer has a major influence in determining the speed at which your CD-Writer drive runs. Possible parallel port types are:
  - Standard parallel port (SPP) which is sometimes called bi-directional or compatible
  - Enhanced parallel port (EPP)
  - Extended capabilities port (ECP)

  Most PCs shipped since January 1995 contain support for the required high-speed EPP and ECP modes. Systems shipped before this date may only support SPP.

SPP mode allows the CD-Writer drive to run at up to a 2x read speed and up to a 1x write speed if the other minimum system requirements are met.

EPP and ECP modes allow the CD-Writer drive to run at up to a 6x read speed and a 2x write speed if the other minimum system requirements are met.

TIP: Check your computer's specifications to see which kind of parallel port was installed. Sometimes a fast ECP/EPP port will be set up as a slow standard mode port at the factory (for example, some HP Vectra models). Check your computer's manual to find out how to reset it to the faster speed. If that doesn't work you can also install a faster parallel port.

- **I/O and IRQ.** The IRQ (interrupt request level) and I/O (input/output) base address are the computer resources used by the parallel port. The CD-Writer drive requires a parallel port set to:
  - IRQ 7 with I/O base address 378, *or*
  - IRQ 5 with I/O base address 278

  Most computers automatically assign these. But, depending on your configuration, you may run into conflicts with other devices. For example, another device (such as your sound card) may be assigned the same settings. If there is a conflict, it must be corrected before installing the drive.

  To find out which device is in conflict:

  In Windows 95, right-click on the **My Computer** icon, select **Properties**, select the **Device Manager** tab, double-click on the computer icon to see a list of which device is using each resource setting on your computer.

- **For optimum performance**, run SCANDISK.EXE and DEFRAG.EXE on your hard drive before using your CD-Writer drive for the first time (see your Windows manual for more information). Then run them periodically after that. These

programs improve access times to the hard drive, which will help improve system performance while writing to and reading from the CD-Writer drive.

NOTE: Refer to your computer manual or contact your computer vendor if you have any questions about your computer's configuration or capabilities.

Drive Specifications

Discs supported

120 mm and 80 mm CD-R (write-once) media
(any CD-ROM drive can read this media)

120 mm CD-RW (rewritable) media
(for use only in CD-Rewritable and MultiRead CD-ROM drives)

ISO 9660 Disc Data Capacity (74 Minute CD)

Number of sessions	Size required for header information	Size available for data/per session
1	approximately 14 MB*	636 MB one session
5	approximately 70 MB (approximately 14 MB each)	116 MB each session
10	approximately 140 MB (approximately 14 MB each)	51 MB each session
30	approximately 420 MB (approximately 14 MB each)	7.7 MB each session

*1 MB is defined as 10^6 bytes

UDF 1.5 Disc Data Capacity (74 Minute CD)

546.8 MB

Dimensions

Height: 2.6" (66 mm)
Width: 7.1" (180 mm)
Depth: 11.2" (284 mm)
Weight (net): 2,157 grams (~4.7 lbs)

Performance

Buffer size: 750 kB

Average access time (1/3 stroke): <325 ms

Data transfer rate (recording):
- 150 KB/s sustained (1x speed)
- 300 KB/s sustained (2x speed)

Data transfer rate (reading):
- 150 KB/s (1x speed)
- 300 KB/s (2x speed)
- up to 900 KB/s (6x speed)

Error rate: < 1 frame/10^{12} bits

Audio distortion: < 0.1%

Interface

Electrical interface:
- parallel port EPP/ECP

Loading mechanism: tray

Logical recording format (depending on application used):
- ISO 9660
- UDF 1.5 or higher

Environmental

Temperature
- operating: 5° to 35° C
- nonoperating: -25° to 55° C

Humidity (no condensation allowed)
- operating: 10% to 80% RH
- nonoperating: 5% to 95% RH

Shock and Vibration
- HP Corporate Environmental Test Class B1

Power requirements
- Typical dissipation: 6 W
- Maximum dissipation: 9 W

Product Certifications

UL, cUL, TÜV, NOM, CE, meets or exceeds FCC Class B requirements
Laser: CDRH on internal laser product

Laser Safety

This unit employs a laser. Do not remove the cover or attempt to service this device when connected due to the possibility of eye damage.

Laser-Sicherheit

In das Gerät ist ein Laser eingebaut. Nehmen Sie die Abdeckung nicht ab und versuchen Sie nicht, das Gerät zu reparieren, solange es angeschlossen ist. Es besteht die Gefahr einer Augenverletzung.

CAUTION

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous laser radiation exposure.

WARNUNG

Die Vornahme von Regelungen oder Einstellungen oder die Durchführung von Verfahren, die nicht in diesem Dokument angegeben sind, kann eine gefährliche Einwirkung von Laserstrahlung zur Folge haben.

Contains: Class 1 Laser Product
Innehåller: Klass 1 Laserapparat
Sisältää: Luokan 1 Laserlaite
Enhält: Klasse 1 Laser-Produkt

CAUTION: Invisible laser radiation when open. Avoid exposure to beam.

VARNING: Osynlig laserstrålning när denna del är öppnad. Betrakta ej strålen.

VARO! Avattaessa olet alttiina näkymättömälle lasersäteilylle. Älä katso säteeseen.

VORSICHT: Unsichtbare Laserstrahlung wenn Abdeckung geöffnet. Nicht dem Strahl aussetzen.

Laser

Type: Semiconductor laser GaAlAs

Wave length: 775~795 nm (at 25°C)

Output power: 2.5 mW (read), 35 mW (write)

Beam divergence: 60 degrees

FCC Declaration of Conformity

According to 47CFR, Parts 2 and 15, Class B Computer Peripherals:
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference (2) this device must accept any interference received including interference that may cause undesired operations. This applies to all product options.

Hewlett-Packard Company
Colorado Memory Systems Division
815 SW 14th Street, Building E
Loveland, Colorado 80537
USA
Telephone 970-635-1500

August 1, 1997
Richard M. Spangler, Quality Manager

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company Colorado Memory Systems Division
Manufacturer's Address:	815 SW 14th Street, Building E Loveland, Colorado 80537
declares that the product:	
Product Name:	HP SureStore CD-Writer Plus 7100e and 7110e
Product Number:	C4358A and C4366A
Product Options:	All
conforms to the following Product Specifications:	
Safety:	EN60950:1992 + A1:1993 + A2:1993 + A3:1995 EN60825:1991
EMC:	EN 55022:1994 Class B EN 50082-1:1992 IEC 801-2:1991 - 4kV CD, 8kV AD IEC 801-3:1984 - 3V/m IEC 801-4:1988 1kV Power Lines 0.5kV Signal Lines ENV 50140:1993 - 3V/m
Supplementary Information	
The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the "CE" mark accordingly.	
August 01, 1997	**Richard Spangler, Quality Manager**
European contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Stra βe 130, D-71034 Böblingen (FAX: +49-7031-143143).	

Federal Communications Commission R.F. Interference Statement

WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this equipment not expressly approved by Hewlett-Packard could result in violation of Part 15 of the FCC rules.

To maintain compliance with FCC rules and regulations, use properly shielded cables with this device.

Notice for Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.

Notice

Europe: This drive shall be installed only with an EN60950 (IEC950) approved Power supply.

USA/Canada: This drive is for use only with IBM compatible UL listed personal computers.

User's manual statement for VCCI class B product

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Translation for VCCI class B product

This equipment is in the Class B category information technology equipment based on the rules of Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Although aimed for residential area operation, radio interference may be caused when used near a radio or TV receiver.

Read the instructions for correct operation.

Korean RRL Statement

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역은 물론 모든 지역에서 사용할 수 있읍니다.

Hewlett-Packard Limited Warranty Statement

HP SureStore CD-Writer Plus Drive
DURATION OF LIMITED WARRANTY Hardware - 1 year Software - 90 days

1. HP warrants to you, the end-user customer, that HP hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.

2. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

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U.S. Office: HP/Colorado Memory Systems
815 SW 14th Street Bldg. E
Loveland, Colorado 80537 U.S.A.

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Returning a Drive

All other countries except USA If your Hewlett-Packard product requires repair or replacement, call Customer Support at the phone number listed in "Customer Support" on page 47 to receive instructions.

In the USA. If your Hewlett-Packard product requires repair or replacement, follow these instructions:

Call the number listed in "Customer Support" on page 47. Customer Support will help you determine if your drive is defective. Provide the product type, serial number, and date of purchase. You will be given a return authorization number. Keep the return authorization (RA) number for future reference.

Securely repackage the product to prevent shipping damage (use the original packaging, if possible) and mark the return authorization number on the box.

All product returns must have an accompanying return authorization number. To ensure timely and accurate processing of your return, the number must be clearly printed on the outside of the box.

Use the appropriate address for your location. A traceable shipping method is recommended. The postage, shipping, and insurance charges incurred in shipping to Hewlett-Packard will be paid by Purchaser and all risk for the product shall remain with Purchaser until such time as Hewlett-Packard takes receipt of the product.

Once your product is received at Hewlett-Packard, we will ship the replacement product. Hewlett-Packard will pay shipping charges to the Purchaser for replacement product covered under warranty.

If the product is still under warranty, there is no charge for the replacement. If the product is not covered under warranty, an exchange cost will be quoted when the return authorization number is issued.

Before You Call Customer Support

If your own troubleshooting efforts fail, contact Customer Support. For hardware problems see page 47, or for software problems see the phone numbers in the*Software Installation* CD Getting Started insert. Before you contact them, have the information below ready. For help finding this information, see page 45. If you receive an error message, write it down before you call.

Information	**For your computer**
CD-Writer drive model	
Drive firmware version	
Drive serial number	
Computer brand and model	
Operating system and version	*Windows 95 or Windows NT 4.0* *Version:* *(for NT) Service Pack Number:*
Amount of RAM installed	
Other CD-ROM drives? *yes/no* (If *yes*, list them)	
Sound card? *yes/no*	Type:
Parallel port type and system resources in use	EPP, ECP, other IRQ _____ I/O port _____
Printer connected to the CD-Writer drive? What kind?	

Where to find this information

CD-Writer drive model

The CD-Writer drive model number appears on a sticker on the back of the CD-Writer drive, as well as on the box.*Example: 3100i (internal) or 3100e (external)*

Drive firmware version

In Windows 95, the drive firmware version and model number (above) appear in the CD-ROM settings. Right-click on the **My Computer** icon, select **Properties**, select the **Device Manager** tab, double-click on **CDROM**. Double-click on the CD-Writer drive, and then click on the **Settings** tab. *Example: Firmware revision 1.00*

In Windows NT, the drive firmware version and model number (above) appear in the CD-ROM settings. Open the Control Panel. Then do one of the following:

- Click on **SCSI**. Scroll down the list, double-click on **ATAPI**. Double-click on the CD-Writer drive, and then click on the **Settings** tab. *Example: Firmware revision 1.00*
- Click on **SCSI**. Scroll down the list, double-click on "Shuttle parallel-to-ATAPI CD." Double-click on the CD-Writer drive, and then click on the **Settings** tab. *Example: Firmware revision 1.00*

Drive serial number

The CD-Writer drive serial number appears on a sticker on the back of the CD-Writer drive.

Computer brand and model

The computer brand appears on the front of your computer and in the documentation that came with your computer.*Example: Dell Dimension XP-90*.

Operating system and amount of RAM installed

In Windows 95, from the **Start** menu on the task bar, select **Settings/Control Panel** . Double-click on **System**. Select the **Performance** tab. Write down the version number and the amount of memory installed; *for example: 4.00.950 and 16 MB RAM.*

In Windows NT (while signed on as Administrator), from the **Start** menu on the task bar, select **Programs/Administrative Tools (Common)/Windows NT Diagnostics** . Select the **Version** tab and write down the version number and service pack number; *for example: 4.00.1381 and Service Pack 2* . Then select the **Memory** tab and write down the amount of memory listed under Physical Memory - Total; *for example: 16 MB RAM* .

Other CD-ROM drives

Your computer may have come with an internal CD-ROM or you may have purchased a CD-ROM drive. Check the documentation that came with your computer or CD-ROM drive. *Example: Mitsumi 4x CD-ROM*

Sound board

Your computer may have come with a sound board and speakers or you may have purchased them separately. Check the documentation that came with your computer or sound board. *Example: 16-bit audio card*

Parallel port type and system resources in use

In general, computers manufactured after January 1995 have the required high-speed parallel port (EPP or ECP). Check the manuals that came with your computer to confirm this. Older computers generally have a slower standard port. *Example: standard, bidirectional*

In Windows 95, display the Device Manager. Double-click on **Ports (COM & LPT)** . Double-click on the printer port, and then click on the **Resources** tab. *Example: I/O Range 0378-037B, Interrupt Request 7* .

Customer Support

If you have questions about the HP VersaWriter CD drive's software, call the numbers listed in the Getting Started brochure. If you need help with your HP VersaWriter CD drive, your local reseller has the latest information regarding HP products and services and can provide support under HP's comprehensive menu of reseller services. If your reseller is not able to help, you can obtain support from HP directly either through free 24-hours/day interactive electronic services or by telephone (free during warranty).

America Online . . . . . Keyword: hpstor

CompuServe . . . . . Go HPSYS

World Wide Web . . . . . www.hp.com/isgsupport/versawriter

Bulletin board site (8,N,1,F, 1200-28.8K baud)

USA and Canada 970-635-0650
Europe . . . . . +31 (0)495 546909
Asia/Pacific
Korea. . . . . Hitel: (02) 762-0228
Access: Go HPK
Chollian: (02) 220-2001
New Zealand. . . . . (09) 356 6642
Taiwan . . . . . (02)9233233
First Name: HP
Last Name: BBS

HPFirst Faxback Service

Simply dial the fax number from a touch-tone phone or Group 3 fax machine and follow the voice prompts to select the index of available support and product information documents.

USA and Canada . . . . . 800-368-9673 or 970-635-1510
Europe
Austria (free line) 0660 8128
Belgium (free line)
- Dutch 0800 11906
- French 0800 17043
Denmark (free line) 800 10453
Finland (free line). 9800 13134
France (free line) 05 905900
Germany (free line) 0130 810 061
Italy (free line) 1678 59020
Netherlands (free line) 06 022 2420
Norway (free line) 800 11319
Spain (free line) 900 993123
Sweden (free line). 020 795743
Switzerland (free line)
- French 155 1526
- German 155 1527
United Kingdom (free line) 0800 960271
Other locations in Europe (toll line) . . . . . .+31 (0)20 681 5792

Asia/Pacific
- China . . . . . (8610) -65055280
- Japan . . . . . (3) 3335-8622
- Korea . . . . . (02) 769-0543
- New Zealand . . . . . (09) 356 6642
- Singapore . . . . . (65) 291-7951
- Taiwan . . . . . (02)7195589

E-mail . . . . . VersaWriter_Support@hp.com

FTP Site . . . . . ftp.hp.com
- **Login:** . . . . . anonymous
- **Password:** . . . . . (Your email address)
- **Directory:** . . . . . /pub/information_storage/versawriter

Telephone

USA and Canada(M-F, 7am-5pm Mountain time)
- Literature and dealer referral 970-635-1500
- Canada (for French-speaking customers)
  pour assistance en français 800-387-3867

During warranty period
- Technical support 970-635-1500

After warranty period (charges begin only when you connect to a Support Technician, prices are subject to change without notice)
- Technical Support 800-810-0130
  (Per incident fee of $25 US dollars charged to Visa, MasterCard or American Express)
- U.S. only Technical Support 900-555-1800
  ($2.50 per minute/maximum of $25. You must be 18 years of age or have parental permission to call 900 numbers.)

Europe (M-F, 8:30-18:00 Central European Time)
Use these Technical Support numbers during and after your warranty period. No charge for Technical Support during warranty period. Per incident charge after warranty period.
- Austria (German) 06 60 63 86
- Belgium
  - Dutch 02 626 88 06
  - French 02 626 88 07
- Denmark 39 29 40 99
- Finland 02 03 47 288
- France 04 50 43 98 53
- Germany 0180 52 58 143
- Ireland (English) 01 662 55 25
- Italy 02 2 641 0350
- Netherlands 020 606 87 51
- Norway 22 11 62 99
- Portugal 01 44 17 199
- Spain 90 23 21 123
- Sweden 08 61 92 170
- Switzerland (French, Italian, and German) 08 48 80 11 11
- United Kingdom 0171 512 52 02
- English language support from other countries . +44 171 512 52 02

Asia/Pacific

Australia (M-F 7am-7pm, Eastern Standard Time) . . . (03) 9272 8000
China (M-F 8:30-17:30) . . . . . (8610)-62625666
extensions 5602 through 5609, 5611 and 5612
(8610)-62614174
(8610)-62624175
(8610)-62614176
Korea (M-F, 8:30-19:00) . . (02) 3270-0700 / 080-999-0700 (toll free)
New Zealand (M-F, 9am to 9pm Auckland Time) . . . . (09) 356 6640
Singapore (M-F, 9:00-17:00) . . . . . (65) 271-7233
Taiwan (M-F, 8:30-17:30) . . . . . (02) 717-9609

FAX

USA. 970-667-0997
Asia/Pacific
Australia . . . . . (03) 9272 4099
Korea. . . . . (02) 3270-0707
New Zealand. . . . . (+61 3) 9272 4099
Singapore . . . . . (65) 278-9225
Taiwan . . . . . (02)5140276

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